

## Position Description

Employment Agreement:	Senior Medical and Dental Officers Collective Agreement
Position Title:	<b>Internal Medicine Physician</b>
Service & Directorate:	Medicine Women and Children's Directorate
Location:	Dunedin/Invercargill
Reports to:	Clinical Leader, Medicine Service Manager, ED and Medicine Departments
Number of direct reports:	Supervision of junior medical staff allocated to Medicine runs
Date:	December 2020

### Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing  
We seek excellence through a culture of learning, enquiry, service and caring

### Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<b>Looking after our people:</b> We respect and support each other. Our hospitality and kindness foster better care.	<b>Being sincere:</b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<b>Best action:</b> We are thoughtful, bring a positive attitude and are always looking to do things better.	<b>As family:</b> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

### Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE	
<ul style="list-style-type: none"> <li>To provide specialist medical services to patients of the Southern District Health Board (SDHB).</li> <li>Internal Medicine (Otago) is an inpatient, outpatient and Emergency Department based service.</li> <li>This position is for a Specialist Internal Medicine Physician.</li> </ul>	

## Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
<b>Integrity and Trust</b>	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
<b>Drive For Results</b>	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Role Specific Competencies	
<b>Problem Solving</b>	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers
<b>Dealing with Ambiguity</b>	Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
<b>Managing and Measuring Work</b>	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work
<b>Interpersonal Savvy</b>	Relates well to all kinds of people—up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<b>Internal</b> Members of Internal Medicine Teams – medical and nursing <ul style="list-style-type: none"> <li>Other service / department SMO's, junior doctors, nursing staff</li> <li>Allied health professionals</li> <li>Patients, their family and whanau</li> <li>General Manager and Medical Director, Medicine</li> <li>Heads of departments/other Clinical Leaders/Managers</li> <li>Community service staff</li> </ul>	<b>External</b> <ul style="list-style-type: none"> <li>Staff from other District Health Boards and Community Trusts</li> <li>Dunedin School of Medicine, University of Otago</li> </ul>

## PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>The Specialist will hold a university degree in recognised by the Medical Council of New Zealand and be registrable as a medical practitioner under the Medical Practitioners Act 1995</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Knowledge of the health sector and disability in New Zealand and or, other similar health sectors</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Resilience and tenacity</li> <li>Empathy</li> <li>Commitment and personal accountability</li> <li>Excellent interpersonal skills</li> <li>Acts with discretion</li> <li>Is adaptable and flexible</li> <li>Maintains and exceptionally high level of confidentiality</li> </ul>	

### DEPARTMENT ROSTER

- Rotational Roster.
- The service is currently based on 4 teams comprising 2 consultant FTE's, 1 registrar and 1 house surgeon. (subject to change)
- As a Medicine Physician you will be allocated to the Medical Assessment Unit when required
- The Team consultants will rotate on and off the inpatient service by roster agreed within the department.
- It is expected that the majority of leave will be taken during the time rostered off the inpatient part of the service. If the leave is requested during the inpatient attachment the physician will arrange their own cover.
- When the physician is rostered off the inpatient area they will continue to be responsible for the remaining components of their job, included teaching, research and department meetings

### KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<b>CLINICAL DUTIES</b>	
<p>The Emergency and Medicine Group is committed to implementing a team based approach to providing excellence in patient care, and to improving the value of the service by improving the quality of the service.</p> <p>The Physician is expected to participate in the peer review activities with the objective of providing a high standard of clinical practice and clinical expertise and contributing to the provision of effective and efficient Medical Services at Dunedin Hospital and throughout Southern region. This includes an active role in ward based undergraduate and postgraduate teaching (respecting that any teaching that is part of a programmed curriculum for example, class lectures, home tutoring and group tutorials must be arranged separately with the physicians by mutual</p>	<ul style="list-style-type: none"> <li>This is a rotational post.</li> <li>Explain and discuss with patients their treatment options including the risks and benefits of such treatments.</li> <li>Be available to consult on in-patients within Dunedin Hospitals on an urgent basis when their clinical condition warrants it, and to provide telephone support to the SDHB physicians</li> <li>Participate in the Physician roster providing after hours cover for medicine patients.</li> <li>See patients promptly and advise on their management when referred for a specialist opinion.</li> <li>Participate in post-acute ward rounds.</li> <li>Perform at least one ward round during each week, during which teaching will take place. Optional</li> </ul>

<p>agreement), and participation in research, which reflects the commitment to the philosophy of Dunedin Hospital being a leading teaching hospital in New Zealand.</p> <ul style="list-style-type: none"> <li>•</li> </ul>	<p>additional teaching may be requested and will be discussed with the individual Physicians concerned.</p> <ul style="list-style-type: none"> <li>• Be available for telephone consultations with health professionals about patients throughout the Southern region.</li> <li>• Provide a reasonable share of cover for absent Internal Medicine colleagues.</li> <li>• Conduct at least one (1) outpatient session (session 4 – 4.5 hours duration excluding administration time). These may include sessions in outreach areas.</li> </ul>
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**Inpatient Area Physician on Acute Take**

	<ul style="list-style-type: none"> <li>• When acting as the leader of a rostered on call Internal Medicine team the Physician will provide the services below. This is a rotational post:</li> <li>• On the allocated acute days (Admitting Physician) to be available at all times by pager / phone / cell phone to give advice on the care of inpatients and outpatients under the care of the Internal Medicine Service.</li> <li>• Be available to attend acutely ill patients within thirty (30) minutes during working hours and while on call. (Cover from colleagues for this is expected outside this period or if clinics are performed outside the local area)</li> <li>• Provide consultations as requested by other medical staff.</li> <li>• Post Acute ward rounds should be commenced prior to 0900 each day including weekends.</li> <li>• Be available by telephone in less than ten (10) minutes when on call for urgent junior medical staff support.</li> <li>• All acute admissions must be reviewed by a Physician withing one (1) day from their admission to a ward.</li> <li>• Acutely admitted patients will be distributed according to agreed protocols within the service, and the rostered on call admitting physician will be responsible for ensuring appropriate handover has occurred to the responsible physician who will be assuming the duty of care for the patients concerned</li> </ul>
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**Internal Medicine Physician – Future responsibility in the Emergency Department]**

	<ul style="list-style-type: none"> <li>• It has been agreed that the acute physician of the day, from Monday to Friday during normal business hours will provide physician leadership to an acute medical assessment or planning unit that the Board may develop at Dunedin Hospital.</li> </ul>
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**ADMINISTRATION**

<p>Southern District Health Board is committed to developing self-managing teams. The Physician will participate in developing these to meet service and organisational objectives.</p>	<p>All Internal Medicine Physicians will participate in the following:</p> <ul style="list-style-type: none"> <li>• Demonstrate a personal commitment to meeting Southern District Health Board service and team objectives.</li> <li>• Ensure comprehensive, accurate and up to date clinical records are maintained for all patients seen.</li> <li>• Ensure reports and letters are completed and dispatched in a timely manner or by due date.</li> <li>• Ensure procedure and policy documents that you are responsible for are updated when necessary.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Attend review sessions, including strategic development sessions, budgetary meetings and other service meetings as appropriate.</li> <li>• Work as part of the allocated team(s) to meet the throughput and budget targets for that team as contained in the operating plan.</li> <li>• Prepare reports for outside agencies as required – for example Accident Compensation Corporation, WINZ, Health and Disability Commissioner. Where this task is carried out in scheduled work time, payment should be arranged through Southern District Health Board.</li> <li>• Prepare reports for management as required</li> </ul>
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**CONTINUOUS QUALITY IMPROVEMENT]**

<p>Southern District Health Board is committed to the concept of continuous quality improvement. All Southern District Health Board services, teams and staff have responsibilities both at a professional level and at a service level to understand and participate in CQI activities as an integral part of their position.</p>	<p>All Internal Medicine Physicians will participate in the following:</p> <ul style="list-style-type: none"> <li>• Carry out review of drugs, equipment and methods of clinical management as decided by the service.</li> <li>• Participate in CQI projects undertaken by the service.</li> <li>• Participate in audits of Internal Medicine care related to morbidity / mortality and critical incidents.</li> <li>• Demonstrate a willingness to achieve service and organisational objectives in an innovative manner.</li> <li>• Research and investigate areas relevant to specialty and service, as decided in conjunction with the Service Manager and Clinical Leader or Clinical Director.</li> <li>• Participate in Southern District Health Board credentialing process.</li> <li>• Attend and participate in regular clinical audit.</li> <li>• Implement systems for monitoring and reporting on quality.</li> <li>• Participate in clinical research where appropriate and actively promote research activities.</li> <li>• Promulgate research results to other staff in the service, and present or publish as appropriate.</li> <li>• Participate in regular peer review meetings including generation and maintenance of clinical guidelines.</li> </ul>
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**COMMUNICATION**

<p>All Southern District Health Board staff are bound by the provisions of the Privacy Act and the Health and Disability Code, Southern District Health Board policies and contractual provisions when they are communicating with patients, relatives, other members of the public, and other health professionals.</p>	<p>All Internal Medicine Physicians will participate in the following:</p> <ul style="list-style-type: none"> <li>• Maintain effective interpersonal relationships with multidisciplinary staff, patients and relatives.</li> <li>• Handle problems and complaints sensitively, following Southern District Health Board protocols for dealing with complaints.</li> <li>• Provide services in a sensitive way to users of the service and be culturally sensitive in all personal decisions and actions.</li> <li>• Ensure that areas that may give rise to patient complaint are identified and where practical take steps to ensure that complaints do not arise. If complaints do arise, Southern District Health Board procedures on such matters shall be followed.</li> <li>• Ensure that patients receive an appropriate level of information regarding their condition and its management.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Communicate with next of kin, in particular where patients or minors are unable to comprehend fully the implications of management options.</li> <li>• Communicate with general practitioners to facilitate follow up care of patients.</li> </ul> <p>Communicate with other medical teams who previously or subsequently have responsibility for patient care to ensure appropriate patient hand over.</p> <ul style="list-style-type: none"> <li>•</li> </ul>
<b>STAFF TRAINING / TEACHING AND SUPERVISION</b>	
<p>Each employee has a responsibility as part of their normal work activities to provide other staff with ongoing training, including informal instruction during routine clinical activities</p>	<p>All Internal Medicine Physicians will participate in the following:</p> <ul style="list-style-type: none"> <li>• The Physician has a professional responsibility to participate in the service training programmes, including as appropriate undergraduate teaching and postgraduate programmes.</li> <li>• The Physician is responsible for the direct supervision of House Physicians, Registrars, and Trainee Interns working in the Internal Medicine Service.</li> <li>• The Physician is expected to participate in the evaluation of staff he / she has direct supervisory responsibility for, including immediate feedback relating to performance as appropriate. Evaluation includes assessment of staff performance in relation to: <ul style="list-style-type: none"> <li>• Clinical competence.</li> <li>• Timely and accurate documentation.</li> <li>• Adherence to service protocols.</li> <li>• Communication with patients, relatives, peers, other staff and GPs.</li> </ul> </li> </ul> <p>Participation in orientation of new staff as appropriate.</p>
<b>SELF LEARNING</b>	
<p>Southern District Health Board encourages its specialists to participate in these activities, and in the activities of other relevant learned societies, as well as the publishing of reports and papers, the organising of conferences, invitation of experts, and membership of national committees. These activities reflect well on the Organisation and Service, and on the calibre of its staff.</p>	<p>All Internal Medicine Physicians will participate in the following:</p> <ul style="list-style-type: none"> <li>• Participate in the re-accreditation programme of the Australasian College of Physicians (MOPS) or equivalent College as appropriate.</li> <li>• Participate in professional continuing education activities, regular performance review, and have a commitment to maintaining and updating their own knowledge and skills.</li> <li>• Maintain involvement in professional organisations in order to: <ul style="list-style-type: none"> <li>• Fulfil CME and re-certification requirements.</li> </ul> </li> <li>• Contribute to maintenance of high professional and ethical standards in Internal medicine.</li> </ul> <p>Contribute to professional education and assessment programmes</p>
<b>INFORMATION MANAGEMENT / TECHNOLOGY</b>	
<p>All Internal Medicine Physicians will participate in the following:</p>	<ul style="list-style-type: none"> <li>• Information gathering processes are followed to collect patient, clinical and volume information.</li> <li>• Identifies information requirements and resources needed.</li> <li>• Is a role model in the use of on-line tools.</li> <li>• Follows documentation standards for external and internal communications.</li> </ul>

OTHER DUTIES	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> <li>You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>You produce work that complies with SDHB processes and reflects best practice.</li> <li>Research undertaken is robust and well considered.</li> <li>Live and support the DHB values in everything you do.</li> </ul>
Professional Development – self	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> <li>Training and development goals are identified/agreed with your manager.</li> <li>Performance objectives reviewed annually with your manager.</li> <li>You actively seek feedback and accept constructive criticism.</li> </ul>
Health, Safety and Wellbeing	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB’s Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> <li>You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures.</li> <li>You actively encourage and challenge your peers to work in a safe manner.</li> <li>Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
Treaty of Waitangi	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> <li><i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other.</li> <li><i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education.</li> <li><i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.</li> </ul>

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

### CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date